

ABSTRACT

A network device for use in a communication system having a technical support center operated by a technical support staff, the technical support center being in communication with the network device through a packet switching network. The network device includes 5 one or more hardware subsystems, one or more software subsystems and means for monitoring the status of the hardware and software subsystems so that when a problem occurs with respect to one or more of the hardware and software subsystems of the network device, the network device for transmitting a first message to the technical support center to notify the technical support center of the problem, wherein the technical support staff is able to diagnose 10 the problem without interruption to the operation of the network device.